



# SPEAKING PRACTICE

## ON THE PHONE

X : Hello?

Y : Hello, this is Sylvia. \_\_\_\_\_ I speak with Carol,  
please?

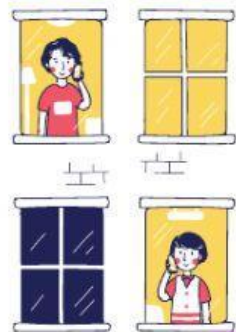
X : Hold on a sec, please.

Sylvia? I'm sorry, Carol is not here \_\_\_\_\_ the  
moment. \_\_\_\_\_ you like to leave a message?

Y : Yes. Could you tell her to call me back ASAP? It's  
pretty urgent.

X : Of course, I \_\_\_\_\_.

Y : Thanks. Bye.





# SPEAKING PRACTICE

## MAKING AN APPOINTMENT

Receptionist : Thank you for calling Happy Dental Clinic.  
Jane \_\_\_\_\_. How can I help you?

Alex : Hi, Jane. This is Alex More calling. I have a sore eye. I was hoping Dr. Phil would have some time to see me tomorrow. Will he be \_\_\_\_\_?

Receptionist : I'm \_\_\_\_\_ he's booked this week. I can put you in for 2 PM next Tuesday. How does that sound?

Alex : That would be great.

Receptionist : Okay great. \_\_\_\_\_ calling. I'll see you on Tuesday then.





# SPEAKING PRACTICE

## ORDERING A PIZZA

Cashier : Papa Ron's Pizza. How can I \_\_\_\_\_ you?

Customer : Hi. I'd like to \_\_\_\_\_ a pizza please.

Cashier : Is this for take-out or delivery?

Customer : Delivery, please.

Cashier : Can I have your name and address, please?

Customer : My name is Sarah Smith. My address is number  
two High Street.

Cashier : Okay. And what would you \_\_\_\_\_ to order  
today?

Customer : I'd like a large pepperoni pizza with mushrooms,  
olives and extra cheese.

Cashier : Okay. I've \_\_\_\_\_.

Customer : Thank you. Bye for now.

Cashier : Okay. Thanks for calling. Bye.

